

Online Verification: Troubleshooting Guide

Are you having trouble accessing the Online Verification form?

1. Did you receive an error message stating that “**Access restricted. Please contact your school for changes.**”
 - a. You have done nothing wrong. There is nothing wrong with your computer.
 - b. This is due to a setting in the system. Please contact the main office of your child’s school so they can verify that all settings are correct.

2. Is the “Update Student Information” link missing?
 - a. Make sure you are logging in as a parent/guardian NOT as a student.
 - b. You may need to clear your browser cache/cookies.
 - i. Internet Explorer:
 1. Select Tools (via the Gear Icon) > Safety > Delete browsing history.
 2. Make sure to uncheck Preserve Favorites website data and check both Temporary Internet Files and Cookies then click Delete.
 3. You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.
 - ii. Chrome:
 1. Click the Chrome menu on the browser toolbar.
 2. Select Tools.
 3. Select Clear browsing data.
 4. In the dialog that appears, select the checkboxes for the types of information that you want to remove.
 5. Use the menu at the top to select the amount of data that you want to delete. Select beginning of time to delete everything.
 6. Click Clear browsing data.
 - iii. Firefox:
 1. At the top of the Firefox window, click on the Firefox button and then select Options
 2. Select the Advanced panel.
 3. Click on the Network tab.
 4. In the Cached Web Content section, click Clear Now.
 - iv. Safari:
 1. Open Safari if it is not already open.
 2. Choose Safari > Preferences, and then click Privacy.
 3. Click Details.
 4. Select one or more websites that stores cookies, and then click Remove or Remove All.
 5. When you finish removing websites, click Done.

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3. When you click the “New” link does nothing happen?
 - a. You will need to make sure your Pop-up blocker is temporarily disabled for your browser.
 - i. Internet Explorer:
 1. Open Internet Explorer, and then click Internet Options on the Tools menu to open the Internet Properties dialog box.
 2. Click the Privacy tab, and then do either of the following:
 3. Click to select Block pop-ups to turn Pop-up Blocker on.
 4. Click to clear Block pop-ups to turn Pop-up Blocker off.
 - ii. Chrome:
 1. Click the Chrome menu on the browser toolbar.
 2. Select Settings.
 3. Click Show advanced settings.
 4. In the "Privacy" section, click the Content settings button.
 5. In the "Pop-ups" section, select "Allow all sites to show pop-ups."
 - iii. Firefox:
 1. Launch the "Tools" menu and proceed to "Options."
 2. Go to the "Content" tab from the top menu options.
 3. Uncheck the "Block Pop-up Windows" check box. Click "OK"
 - iv. Safari
 1. Open Safari if it is not already open.
 2. Choose Safari > Preferences, and then click Security.
 3. Turn off “Block pop-up windows.”